



# Metro Mobile DMV Service

Preserving DMV service for Rochester residents



**Monroe County Clerk  
Maggie Brooks**

**Problem:**

New York State Department of Motor Vehicles has announced that it is closing its downtown Rochester DMV office on April 1, 2003. The closure will leave Rochester as the only city in New York State without a DMV office.

**Background:**

The Monroe County Clerk's Office operates three DMV offices (Henrietta, Greece & Irondequoit) and two mobile offices. State Law provides that County Clerk's retain 12.7% of DMV revenue received at County run offices to reimburse operations.

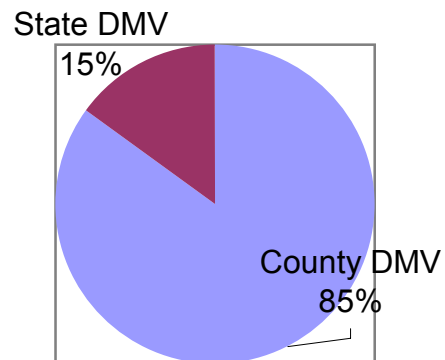
*Assuming the full operation of the State's Downtown DMV office would cost the County almost \$1.2 million in additional expenses.*

***Downtown DMV Expenses***

Rent	\$235,000
Other facility expenses	45,000
Supplies	15,000
Salary	710,000
Benefits	175,000
<b>Total cost</b>	<b>\$1,180,000</b>

*The County Clerk's Office already processes 85% of all DMV transactions in the Monroe County.*

<b><i>Office</i></b>	<b><i>Annual Transactions</i></b>
State DMV downtown	92,000
County DMV	508,000
<b>Total</b>	<b>600,000</b>



Based on the 12.7% retainage rate, the additional 92,000 transactions formerly processed at the State office would generate an additional \$286,000 in revenue for Monroe County. The added expenses of assuming the operation of the State DMV Office would create an almost \$1million annual operating deficit.

***Impact of Operating a Downtown DMV***

Costs:	\$1,180,000
Revenue:	\$286,000
<b>DMV Deficit</b>	<b>\$894,000</b>

**Given the net deficit and Monroe County's current fiscal position, assuming the operation of the State DMV Office is not financially feasible.**

### **Solution:**

#### **Metro Mobile DMV Service**

Monroe County Maggie Brooks proposes to use the additional \$286,000 on anticipated revenue from the closure of the State DMV office to open a third mobile office to serve residents of the City of Rochester. The Metro Mobile DMV Service would set-up in a different location each weekday, visiting five sites a week throughout the City of Rochester. At least one of the sites would be located in downtown Rochester. The Metro Mobile DMV office would also bring DMV services into city neighborhoods the same way it provides services in ten towns throughout Monroe County.

Its envisioned that the Metro Mobile DMV Service would partner with the City of Rochester, the same way the existing mobile offices partner with town governments and utilize existing town facilities. This would be highly cost effective because it eliminates rent and other overhead expenses.

City NET Offices could be logical locations for the Metro Mobile DMV Service because they are geographically dispersed, and the public is accustomed to receiving government services at these offices

#### **Metro Mobile DMV Service Expenses:**

##### *One-time Expenses*

Van	\$25,000
Workstations	10,000
DMV Camera	25,000
Miscellaneous equipment	5,000
<b>Total one-time expenses</b>	<b>\$65,000</b>

##### *Recurring Expenses*

3 cashiers & benefits	\$130,000
1 information clerk	12,000
<b>Total Recurring expenses</b>	<b>\$142,000</b>

While Rochester residents comprise approximately 30% of the total County population, the downtown DMV process only 15% of the transactions in the County. This means that approximately half of Rochester residents already use the County's existing DMV offices. It is fair to assume that many of the customers currently using the downtown office will also use the existing County offices.

Therefore, in addition to the Metro Mobile Service, additional staff would be required at the existing County DMV offices to handle the increase in customers. Three additional cashiers should be sufficient, at a cost of \$130,000 annually.

To mitigate the potential for layoffs among the State DMV staff, the Monroe County Clerk's Office is vigorously pursuing the possibility of transferring existing State DMV employees into the Clerk's Office. Besides avoiding layoffs, this option would insure that experienced and knowledgeable cashiers were available to the public. The ability of the County to pursue this option depends on many factors, including applicable Civil Service Laws.

### **Conclusion:**

The Monroe County Clerk's Office recognizes the impact that the State DMV office closure will have on the community and is ready to fill the gap in service with a Metro Mobile Service that is both convenient to customers and cost effective. The proposal is modeled after the office's two highly successful mobile units that work in partnership with a host municipality. If all parties involved work expeditiously, then the Metro Mobile Service could be operational as early as April 1.